

Illinois LDC – Customer Service & Outreach

Illinois Commerce Commission 2018-2019 Winter Preparedness Policy Session

November 26, 2018

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Nicor Gas*



Key Communication Themes

- Financial Assistance
 - Programs and support for low-income customers
- Customer Outreach
 - How we educate our customers
- Customer Safety
 - Winter safety advice, recommendations and support
- Energy Efficiency
 - Comprehensive programs available

Financial Assistance

- 2019 Program Year federal LIHEAP funding for Illinois
 - \$172.2 million
- Illinois ranks third in federal funding levels FY2018
- LIHEAP/PIPP started October 1
- Approximately 400,000 Illinois LIHEAP/PIPP recipients
- LIHEAP advocacy
 - March 12 & 13th, 2018 - LIHEAP action day
 - August LIHEAP action month

Know any friends or family having trouble paying their energy bills? Let them know help is available.

Low Income Home Energy Assistance Program (LIHEAP)
877.411.WARM (9276) liheapillinois.com

Percentage of Income Payment Plan (PIPP)
877.411.WARM (9276) liheapillinois.com

Nicor Gas Sharing Program
773.205.3520 nicorgas.com

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LIHEAP open for seniors, people with disabilities

Applications for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) open Oct. 1

Online
peoplegasdelivery.com

Connecting with us

Online
peoplegasdelivery.com

Customer connection

Ideas, advice and news from Peoples Gas

LIHEAP and Share the Warmth grants available

Applications for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) open for all qualifying households Dec. 1.

LIHEAP helps low-income customers pay past-due balances on energy bills and reconnect service that has been disconnected. Eligibility and grant amount depend on household size and income.

Additional assistance is available through the Peoples Gas Share the Warmth program. Eligible customers may receive grants of up to \$500.

Household size	LIHEAP	SHARE THE WARMTH
1	\$ 1,150	\$ 2,250
2	\$ 2,050	\$ 3,250
3	\$ 2,750	\$ 4,000
4	\$ 3,350	\$ 4,750
5	\$ 3,670	\$ 5,000
6	\$ 4,250	\$ 5,625
7	\$ 4,750	\$ 6,345
8	\$ 5,250	\$ 7,065

Applicants are required to submit:

- Proof of gross income for all household members over age 18.
- Current residential heating bill.
- Proof of Social Security numbers for all household members.
- Medical Eligibility Card for any household member receiving Temporary Assistance for Needy Families (TANF).
- Rental agreement in instances in which utilities are included in rent.

To learn more, call the Community and Economic Development Association at 800-871-5232. Visit eaia.org.net to find the application site nearest you.

Carbon monoxide alarms never sleep

Which is why you can

Illinois law requires carbon monoxide (CO) alarms within 10 feet of any sleeping areas in your home. Stay safe by installing and maintaining CO alarms on each level of your home and:

- Never operate internal combustion engines indoors
- Never use a charcoal grill indoors
- Have all fuel-burning appliances, flues, vents and chimneys checked regularly.
- Never tamper with natural gas service pipes and meters.

Learn to recognize CO poisoning symptoms: sudden flu-like illness, dizziness, headache, weakness or fatigue, sleepiness, nausea and vomiting, buffering or throbbing heartbeat and trouble breathing or lightness in your chest. If you suspect CO poisoning, get everyone out of your building immediately and call 911.

For more ways to stay safe, visit www.peoplesgasdelivery.com/safety.

Connecting with us

Online
peoplegasdelivery.com
[facebook.com/peoplesgas](https://www.facebook.com/peoplesgas)
[@PeoplesGasCH](https://twitter.com/PeoplesGasCH)

24-hour natural gas emergency service
 888-955-6002

TDD line
 888-955-6007

Gas tech hotline
 888-225-6770

Customer service
 Mon-Fri, 7 a.m. – 7 p.m., Sat, 7 a.m. – 5 p.m.
 888-955-6003
customerservice@peoplesgasdelivery.com

Service to clients
 Lunes a viernes, 7 a.m. – 7 p.m., Sábados 7 a.m. – 3 p.m.
 888-955-6003

Peoples Gas Energy Efficiency Program
 888-943-8218

For contractors
 Let professionals enter information into our clients' 50-hour vendor on-boarding. Email at 888-885-8853.

Customer connection

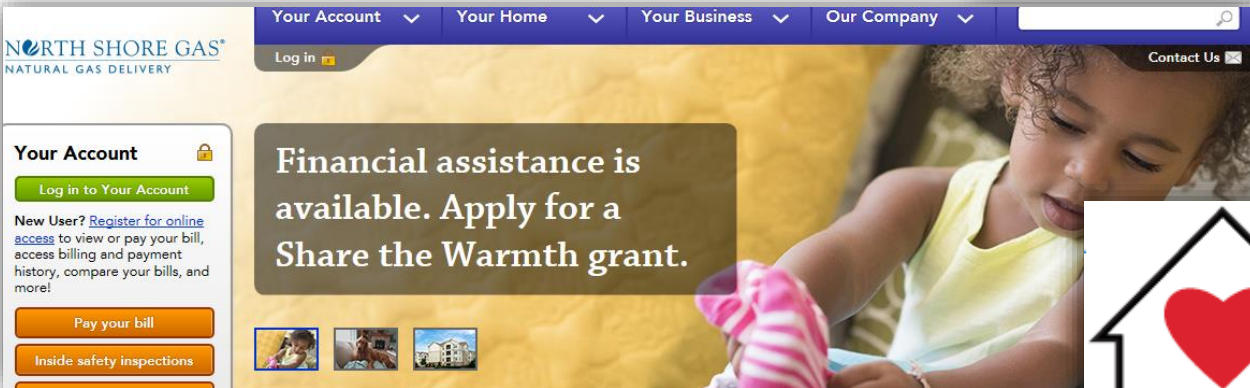
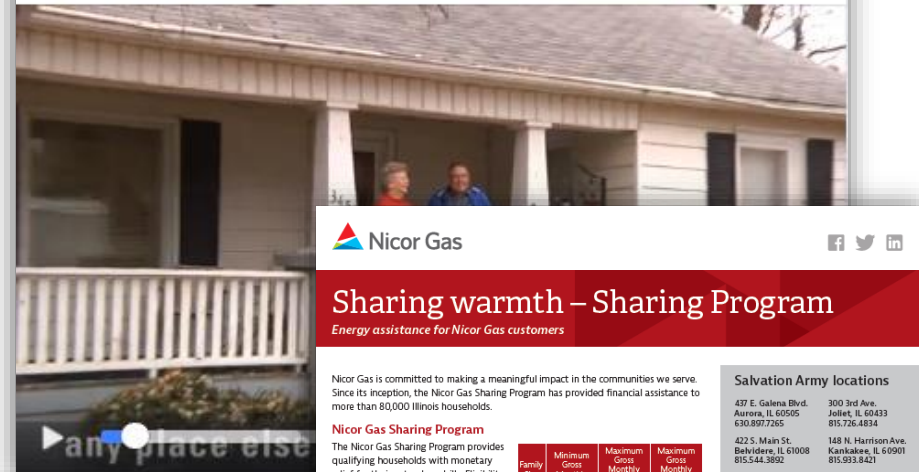
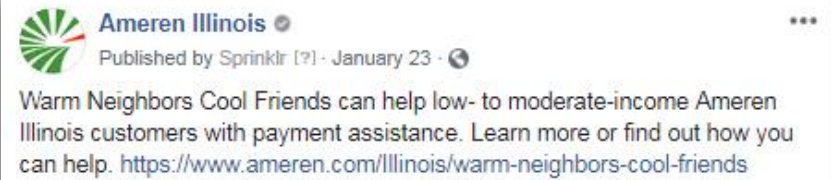
Ideas, advice and news from Peoples Gas

inside

Keep vents and meters clear. Share the Warmth with others. Energy assistance is available. Carbon monoxide alarms.

Financial Assistance

- Ameren Illinois
 - Warm Neighbors Cool Friends
- MidAmerican Energy
 - I Care
- Nicor Gas
 - Sharing Program
- Peoples Gas/North Shore Gas
 - Share the Warmth



Customer Outreach



Focus on what matters most to you

We'll focus on keeping all our customers warm this winter and making energy bills affordable.

Here are the energy assistance options available to Nicor Gas customers:

Low Income Home Energy Assistance Program (LIHEAP)

A one-time annual grant that provides qualifying households with monetary relief for energy bills.

Nicor Gas Sharing Program

A one-time annual grant managed through the Salvation Army. Provides heating assistance for qualifying households.

Percentage of Income Payment Plan (PIPP)

Customers pay a percentage of monthly income to maintain utility service. It's an affordable payment plan that can help eliminate past-due balances.

Illinois Home Weatherization Assistance Program (IHWAP)

Free weatherization assistance to income-qualified households.

To find out more about these programs, visit nicorgas.com/energyassistance



Peoples Gas @PeoplesGasCHI
Nov 2

Are you or someone you know struggling to pay their gas bill? We have options to help. LIHEAP apps are now open for seniors, people w/ disabilities & households w/ kids up to five years old & customers whose gas service has been disconnected. More info: ow.ly/MoKs30mtGpi



Ameren Illinois

Written by Sprinklr [?] · March 15 ·

Peoria County: Income-qualified customers can join us March 22 from 9am to 1pm at the Carver Center to apply for a one-time bill assistance grant. Limited funds are available. Bring a copy of your current bill, proof of 30 day income and photo ID.



! Leaks, Odor or Emergencies
888.Nicor4U (642.6748)

811 Call Before You Dig
Dial 811

My Account
Learn More

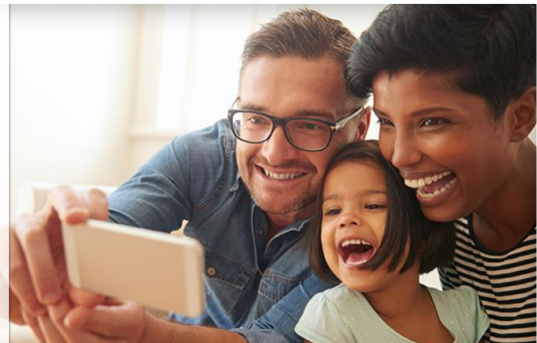
Sign In

Residential Business Builders/Developers Rates and Costs Natural Gas Vehicles Safety Community About Us Contact Us

Energy Assistance

Focus on what matters to you. We'll focus on keeping you warm this winter.

Learn More



Energy Assistance

Go paperless for a chance to win a \$200 gift card!

Start Saving Today

Investing In Illinois

Customer Safety

- Fire prevention
- Carbon monoxide safety
- Safe removal of ice and snow build-up
- Utility companies warn customers about utility billing/payment scams using traditional and social media channels

DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES

Ameren Illinois customers should be aware of telephone, mail, email, door-to-door, and other in-person scams in which criminals pose as Ameren representatives and demand immediate bill payment or personal information.

If you think you have been contacted by someone impersonating Ameren:

- Hang up the phone, or close the door, and call Ameren Illinois at **1.800.755.5000**.
- Never call a scammer back at the phone number they give you or use redial on your phone.
- Do NOT purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers.
- If someone comes to your door and claims to be a utility worker, ask to see their employee ID and call us if you want to confirm the purpose of the visit.

scams that require immediate personal information.



Nov. 14 is Utility Scam Awareness Day

This November, Nicor Gas is joining other utility companies across the United States and Canada to protect customers against utility scams: requesting payment or personal information – whether in person, over the phone or via email.

[Learn More>>>](#)



Carbon Monoxide and Your Home

Illinois law requires that every home and apartment have a carbon monoxide (CO) detector within 15 feet of sleeping areas.

[Learn More>>>](#)

Protecting you is important to us.
Know when a scammer is on your front porch... and other tips to protect against scammers.

#stopscams

MidAmerican Energy Company
November 14 at 12:50 PM

On Utility Scam Awareness Day, we want you to stay safe by knowing what to do if you get a scam call.

STAY SAFE

BEWARE OF SCAMMING ATTEMPTS

If you're the victim of a scamming attempt:

- HANG UP.
- Go to My Account or call 888-427-5632 to check your account balance.
- Contact your local law enforcement agency and MidAmerican Energy.

#UTILITYSCAMAWARENESS

MIDAMERICAN ENERGY COMPANY



Keep it clear!

Appliance vents and natural gas meters must be cleared carefully. Use a broom for the finishing touches.

PEOPLES GAS®

Questions

